

CITY OF TUALATIN

Classification Description

Job Title: Office Assistant I
Department: Varies
Reports To: Department Head or Supervisor
FLSA Status: Non-Exempt

SUMMARY: Performs typing and other clerical duties including filing, reception tasks, mail processing, data entry and retrieval, other duties as assigned. Provides support services for a department.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Types and processes invoices, checks invoices and other varied correspondence as directed.

Retrieves, assembles, sorts, delivers, and distributes City or department mail. Runs mail through postage meter. Balances postage meter and reports tally to the Finance Department.

Maintains central and/or other file systems for the City. Updates files, assigns numbers and arranges in correct order. Performs data entry to file log. Researches information in files and compiles requested data for use of supervisor or other City staff. Files and maintains a variety of paperwork including checks, invoices, permits, ordinances, resolutions, etc.

Performs central telephone receptionist duties including answering main switchboard and directing calls, greeting visitors, giving directions, and assisting the public with various matters.

Provides information, maps or other materials as necessary.

Answers telephones, greets callers and answers routine inquiries; directs callers to the correct party. Takes complaints and assists the public in a friendly and courteous manner.

Operates various standard office equipment, such as typewriter, word processor, personal computer, telephone system, calculator, etc.

Organizes and processes major copying projects including: public works code, Council packet, budget, etc.

Prepares copies and distributes them as appropriate.

Receives fees and maintains receipt records. Receives water bills, balances daily cash drawer, turns in receipts, checks and cash to the Finance Department. Performs related data entry.

Delivers paperwork and/or packages to appropriate institution, agency, or other department.

Serves as key operator of various City or department office equipment including copying machines, fax machines, mail meters, etc.

May assist the public with applications for building permits. May perform notarial duties.

Drives to city facilities, vendors, training programs, and local and regional meetings as necessary.

COMPETENCY: To perform the job successfully, an individual should demonstrate the following competencies:

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Able to read and interpret written information.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently.

Quality - Monitors own work to ensure quality.

Attendance/Punctuality - Is consistently at work and on time.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Skills: Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to members of the public and other employees of the organization.

Computer Skills: To perform this job successfully, an individual should have knowledge of word processing, spreadsheet and database software.

Other Skills and Abilities: Reasonable knowledge of standard office practices and procedures. Reasonable knowledge of business English, spelling, composition and punctuation. Reasonable knowledge of department rules, regulations and procedures or the ability to obtain such knowledge during a training period. Demonstrated ability to organize, file and maintain accurate records. Ability to type accurately from rough drafts. Ability to establish and maintain effective working relationships with the public and other employees. Strong public contact skills including the ability to deal with upset and/or emotional people in a professional manner. May require or prefer specific knowledge, skill, ability or training in specific area or department of assignment.

EDUCATION and/or EXPERIENCE: High school diploma or general education degree (GED) including some training in general clerical/secretarial skills. One year experience in general office work which would include typing, filing, copying, telephone answering, greeting the public, or related functions. Any satisfactory equivalent combination of education and experience which ensures the ability to perform the work may substitute for the above.

PHYSICAL DEMANDS & WORK ENVIRONMENT: The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand; walk and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. The noise level in the work environment is usually moderate.